



Complaints Policy

Updated in line with EYFS 2025, KCSIE 2025, and Working Together to Safeguard Children 2023.

At Ringle Rainbow Nursery, we believe that parents and carers are entitled to expect courtesy and prompt, professional attention to their concerns. We encourage open communication and welcome suggestions to improve our services. Any complaint is treated seriously and managed in a way that promotes accountability, resolution, and safeguarding of the children in our care.

Safeguarding and Complaints

Where a concern or complaint relates to child protection or an allegation against a member of staff, the nursery will immediately follow our Safeguarding and Child Protection Policy. The Designated Safeguarding Lead (DSL) will be informed and referrals to external agencies (e.g. Integrated Front Door, LADO, social care) will be made where required, in accordance with KCSIE 2025 and Working Together to Safeguard Children 2023.

Internal Complaints Procedure

Stage 1:

Parents should raise any initial concerns with their child's key person or a senior member of staff. Most complaints are resolved at this stage informally and quickly.

Stage 2:

If unresolved, the complaint should be submitted in writing to the nursery manager. A written acknowledgement will be given within 5 working days and the manager will investigate the complaint. A written response, including actions taken, will be provided within 28 days of receiving the complaint, as required under EYFS 2025.

Stage 3:

If the matter remains unresolved, a formal meeting will be arranged between the parent, the manager, and a senior staff member. Notes from the meeting will be shared and signed by all parties. This meeting marks the conclusion of the internal process unless safeguarding procedures override it.

Stage 4:

Parents can contact Ofsted at any stage, particularly if they believe the provider is not meeting EYFS requirements. Ofsted will risk assess and may carry out a full inspection if needed.



Record Keeping and Inspection Access

All complaints are recorded in a Complaints Log including: complainant's name, nature of complaint, date/time, action taken, investigation result, and communication with the complainant. These records are held securely, meet UK GDPR and KCSIE 2025 data handling expectations, and are available for inspection by Ofsted.

Whistleblowing

Staff and volunteers may also raise concerns through our Whistleblowing Policy. Allegations about staff conduct or safeguarding failures must be reported to the DSL, and/or the LADO if required.

Contacting Ofsted

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

By Post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Parents will be informed if the nursery is to be inspected and will receive a copy of the final report following the inspection.

Review Date: 01/09/2025

By: P Reidy